

METHOD AND SYSTEM FOR INTELLIGENT ROUTING BASED ON
PRESENCE DETECTION

ABSTRACT OF THE DISCLOSURE

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A message, which is to be routed to one of a plurality of authorized parties comprising a first authorized party and a second authorized party, is received by a routing system. A Web service is polled to detect for a presence of the first authorized party. After determining that the presence of the first authorized party remains undetected over an allocated time interval, the Web service is polled to detect for a presence of the second authorized party. In response to detecting the presence of the second authorized party, the message is routed to an active communication device associated with the second authorized party.